



Job Posting

Position: Regional Community Manager

Summary: The Biloxi Housing Authority ("BHA") is seeking an experienced Regional Community (Property) Manager to join our team! The primary purpose of this position is to oversee the day-to-day operations of an assigned portfolio of properties by implementing policies, procedures, and practices to enable each property to meet budgeted financial goals and achieve operational performance objectives. The incumbent fills vacant units within the acceptable timeframe. This position oversees all Community Managers.

All activities must support the Biloxi Housing Authority ("BHA" or "Authority") mission, strategic goals, and objectives.

Required Education and Experience:

- Associate's Degree in business, education, or the social sciences and two (2) years of experience as a tax credit property manager, or related experience; or
- A high school diploma, GED, and four (4) years experienced as a tax credit property manager; or
- Any equivalent combination of education, training, and experience which, in the sole determination of the Housing Authority, provides the required knowledge and abilities.
- Knowledge of the property/housing management software.
- Must possess a valid Driver's License and be insurable under the Authority's plan
- Must be able to pass background check and drug screening.

Duties and Responsibilities:

- Manages the work of staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training of current and new staff, acting on employee problems, and recommending and implementing discipline.
- Provides professional customer service to residents, general public, and internal staff; responds to requests in a prompt and courteous manner; engages residents in Authority mission.
- Coordinates with BHA management on the development and implementation of housing standard operating procedures (SOPs); Presents recommendations for improved methods of operation to the Director of Housing Operations.

- Supervises staff and tax credit portfolio to ensure tax credit compliance; Supervises staff and Project Based Voucher portfolio to ensure HCV compliance; Responsible for representing the Authority in compliance reviews, audits, and inspections; Assists the Finance department with reporting.
- Ensures Community Managers provide timely and accurate information for preparing budget reports and revision recommendations to appropriate personnel.
- Develops and implements effective marketing strategies for assigned properties. Manages and supervises lease ups, including maintaining 97% occupancy; Recommends measures to be taken, including move-in specials and lease incentives to achieve acceptable lease-up of properties.
- Maintains a professional onsite presence and is readily available to tenants during established business hours for assigned properties.
- Supervises and manages the orientation of new residents, including unit offers and explanation of lease requirements.
- Manages and supervises lease enforcement, including maintaining 97% rent collections, and efficient processing of move-outs and transfers.
- Responds appropriately to oral and written complaints, general inquiries and other requests in a clear, concise, accurate and timely manner.
- Analyzes and interprets state Landlord-Tenant legislation and government directives regarding property management; Recommends policy and procedural changes as needed.
- Maintains community partnerships in order to refer residents to social service agencies and/or resident services staff for financial or other assistance. May directly assist with resident service initiatives.
- Coordinates supportive services for assigned properties; Actively participates in and develops tenant association activities and the Resident Advisory Board; Meets with leaders to plan meetings and suggest ideas to improve participation and resolve problems.
- Advises residents of lease violations and eviction proceedings; interacts with counsel regarding resident evictions and attends informal hearings. Represents the Authority in court.
- Prepares or supervises the preparation of legal documents, including non-payment of rent or other violations. Works out repayment agreements of past-due amounts.
- Conducts or supervises housekeeping inspections; Coordinates with the Maintenance department to provide services; Assist with inspections, generate inspection reports and tenant billing statements; Confirms appropriate follow-up by Community Managers on tenant violations.
- Inspects portfolio units, buildings, and grounds on a regular basis to maintain an attractive, safe, family-friendly environment; Resolves unsatisfactory conditions.

- Prepares all weekly, monthly, and annual reports relating to assigned developments; Maintains reports and submits to appropriate department(s) or agencies.
- Assists in the preparation of budgets, adheres to the approved budget by monitoring expenditures and takes corrective action to ensure compliance; Coordinates with the Finance and Maintenance Departments on budgetary matters.
- Provides oversight and manages financial operations, including but not limited to, inventory of property designated to the assigned developments and conciliation of rent collections; Safeguards deposits and accounts for rental receipts.
- Reviews ledgers and makes adjustments; Prepares and maintains forms, records, and reports. Provides technical assistance to staff when deficiencies are found.
- Maintains all files and records in an organized, compliant, and efficient manner.
- Performs quality control review of tenant files; Oversees the correction of file deficiencies identified by periodic review.
- Other related duties as assigned.

Benefits and Compensation:

BHA offers a comprehensive and competitive benefits package. The annual salary range for this position is \$65,600.00 - \$101,800.00. Salary is commensurate with experience and qualifications.

Location: Biloxi, MS

BILOXI HOUSING AUTHORITY

Position Description

Classification: **Regional Community Manager**

Supervisor: **Director of Housing Operations**

Department: **Property Management**

Status: **Exempt**

Pay Grade/Range:

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Essential Duties and Responsibilities

The following is a listing of the key duties and responsibilities of this position, and the skills, experience and knowledge required for the employee in this position. The listed duties should not be considered as a complete listing of all the work requirements, but a representative listing of the key duties of the position. Additional tasks to those listed below may be required, and individuals holding this position may be required to work in other areas of the housing authority to equalize or balance the workload, cover absences, or for other business needs of the Authority.

1. Manages the work of staff including: assigning, planning, and reviewing work, evaluating work performance and completing performance evaluations, coordinating activities, maintaining standards, allocating personnel, selecting new employees, training of current and new staff, acting on employee problems, and recommending and implementing discipline.
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24. Other related duties as assigned.

Required Knowledge, Skills and Abilities

1. Knowledge of state-of-the-art techniques and practices for the effective marketing and management of rental dwellings: current ARM certification as issued by the International Real Estate Management Association, or its equivalent, is desirable.
2. Extensive knowledge of the operations and procedures of BHA properties.
3. Knowledge of the purposes, policies, and regulations of existing housing programs as established by HUD or the BHA.
4. Knowledge of the local, state, and federal laws governing the housing programs, including HUD inspection standards, health and fire regulations, landlord/tenant regulations, and evictions.

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5. Knowledge of the regulations affecting BHA's housing programs and demonstrated ability to understand the terms, conditions and content of BHA's standard operating procedures for property management. Knowledge of the BHA Administrative plan.
6. Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the Housing Authority and/or HUD.
7. Skills in marketing and effectively leasing rental properties.
8. Knowledge of the proper BHA procedures for collecting and processing rental-related revenues and properly processing and recording the transactions.
9. Strong customer service skills.
10. Skills in the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
11. Ability to communicate effectively, tactfully, yet firmly, in English, both in writing and orally.
12. Demonstrated knowledge of business English, spelling, punctuation, and arithmetic.
13. Ability to perform program required computations with speed and accuracy
14. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials;
15. Ability to communicate with people from a broad range of socio-economic backgrounds.
16. In order to serve and accommodate working customers, be willing and able to work pre-scheduled evening and Saturday hours.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

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Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Teamwork: Actively participates and collaborates across boundaries and works toward the achievement of common goals. Employee is adaptable and open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

Leadership: Provides direction by clearly and effectively setting course of action for department and subordinates. Manages performance by providing regular feedback and reinforcement.

Supervision

The employee receives instructions from the Director of Housing Operations. Courses of action, deadlines, and priorities are established by established procedures, the supervisor, or the employee, depending on the assignment. Routine duties are initiated and completed by the employee without supervisory direction. Instructions to the employee may be general or specific in nature. Problems or situations not covered by instructions are usually addressed independently or in consultation with the Director of Housing Operations. The employee's work is reviewed periodically for accuracy, completion, and compliance with the policies and procedures and the attainment of objectives.

Minimum Education and/or Experience

1. Associate degree in business, education, or the social sciences and two (2) years of experience as a tax credit property manager, or related experience; or
2. A high school diploma, GED, and four (4) years experienced as a tax credit property manager; or

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3. Any equivalent combination of education, training, and experience which, in the sole determination of the Housing Authority, provides the required knowledge and abilities.
4. Knowledge of the property/housing management software.

Language Skills

Ability to read, analyze, and interpret general business periodicals and technical procedures. Ability to communicate clearly and concisely, both verbally and in writing. Ability to understand and follow verbal and written instructions. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Must demonstrate proficiency in basic business math. Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks, including housing management software.

Special Requirements

1. Must possess a valid driver's license, have reliable transportation, and be insurable under BHA's automobile insurance plan.
2. Must possess and maintain any BHA-required certifications.
3. Criminal background checks will be performed on all applicants.
4. This position is expected to answer after-hours emergency calls.
5. Must be bondable.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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While performing the duties of this job, the employee is primarily stationary, but is regularly required to move throughout the office and the property. Individual must often climb stairs and walk properties. The ability to move, transport, or position small objects around the office, such as books, binders, files, documents, and supplies is required. Daily movements include moving about the properties and attending onsite meetings with residents. The employee must be able to exchange information in person, in writing, and via telephone. The employee must be able to operate a computer and standard office machinery. The employee must occasionally transport up to 25 pounds.

Working Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position generally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud, and the environment may be more hazardous than a standard office environment. This position is required to work with the public, including Authority residents.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]